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**Frequently Asked Questions**

***Do you take advance applications for housing?***

All incoming personnel may be placed on the waitlist prior to arrival. Please see our waitlist procedure policy for required documents on our website.

<http://irwin.pinnaclefamilyhousing.com/>

***When can I apply for housing?***

Active duty service members are allowed to be placed on the wait list prior to arriving on station as long as they have signed out on leave from their losing command. Please see our waitlist procedure policy for required documents on our website.

<http://irwin.pinnaclefamilyhousing.com/>

***Can I select the area where I want to live?***

Unfortunately this is not an option. Area designation is based off of the military rank.

***Can I live off-post?***

Yes, military members have the option to use their BAH to rent a house or apartment off-post. Please be aware that the nearest town from Fort Irwin is Barstow (which is a 40 minute commute). Also, certain ranks must obtain permission from their unit to reside off post.

***How long does it take to get housing?***

Each housing area may have different wait periods. These times will vary based on rank and size of family. It is best to stay in contact with the housing office to determine how long of a wait each area may be experiencing. Please note that it may be difficult to determine exact wait periods due to the fact that it can change daily and sometimes hourly.

***What size are the houses (on-post) and where can I get/see the floor plan?***

The on-post housing ranges from 997 – 2288 sq. ft. please see link below to view floor plans:

[http://irwin.pinnaclefamilyhousing.com/Apartments/module/property\\_info/property\[id\]/17015/](http://irwin.pinnaclefamilyhousing.com/Apartments/module/property_info/property[id]/17015/)

***I've heard the electric systems are different in Germany/Japan/Korea, will my appliances work or will I have to buy new ones?***

n/a

***Is housing overseas different from US homes?***

n/a

***Will military members still have the option to live off-post?***

Yes, military members have the option use their BAH to rent a house or apartment off base. Please be aware that the nearest town from Fort Irwin is Barstow (which is a 40 minute commute). Also, certain ranks must obtain permission from their unit to reside off post.

***What are Basic Allowance for Housing (BAH) entitlement and rent allotments?***

The government assigns the service member's BAH based on his/her location and his/her rank. An allotment from the service member's salary account is set up to pay rent. The rent allotment for each service member is equal to his/her BAH entitlement.

Fort Irwin BAH rates:

<https://www.defensetravel.dod.mil/site/pdcFiles.cfm?dir=/Allowances/BAH/PDF/>

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***How and who is starting and stopping my BAH and/or Overseas Housing Allowance (OHA)?***

BAH is started and stopped through Finance. However in most cases for families PCSing to Fort Irwin already have their BAH on and will not require any additional paperwork other than having their BAH changed to the Fort Irwin rate which is done when in-processing finance. BAH would need to be started or stopped if a change to marital status occurred between PCS moves.

***Are there any restrictions on bringing our pets?***

At The Villages at Fort Irwin, we welcome the pitter of little paws in your home. Pet deposits are \$250.00 per pet with a two pet maximum. Below are a few basic rules.

Residents may have up to two (2) domestic household pets.

The following breeds of aggressive or potentially aggressive dogs are banned from The Villages at Fort Irwin: Pit Bulls, American Bull Terrier, Chows, American or English Staffordshire Terrier, Rottweiler, Doberman Pinscher, and Wolf Hybrids.

Residents must have an approved Pet Addendum on file with the appropriate Management office.

Residents may not have any exotic, wild or farm animals within The Villages at Fort Irwin.

Residents are subject to a pet deposit, and will be responsible for damages incurred during residency.

***What schools are in the area?***

Schools that service the Fort Irwin Post are as follows:

Lewis Elementary School  
(Kindergarten – 2<sup>nd</sup> Grade)  
<http://www.silvervalley.k12.ca.us/schools/lewises/>

Tiefert View Intermediate School  
3<sup>rd</sup> – 5<sup>th</sup> Grade  
<http://www.silvervalley.k12.ca.us/schools/tiefertviewis/>

Fort Irwin Middle School  
6<sup>th</sup> – 8<sup>th</sup> Grade  
<http://webserve.silvervalley.k12.ca.us/?q=taxonomy/term/20>

Silver Valley High School located 35 miles off post in Yermo  
<http://www.silvervalley.k12.ca.us/schools/silvervalleyhs/index.cfm>

***What is the loaner furniture program?***

There is no loan furniture program for family housing at Fort Irwin. Each unit comes with a stove, refrigerator, & dishwasher only. The Town Center Terrace (E6 and above Single Soldier housing) come with all appliances included to include a stackable washer/dryer unit in each

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suite. Additionally furniture can be rented for TCT suites only for an additional \$95.00 a month. For off post furniture rental see attached link:  
<http://www.sanbernardinookay.com/Furniture-Rental-and-Leasing-in-San-Bernardino-California.htm#Barstow>

***Where do I stay while I wait for housing?***

You can contact RCI (Resident Communities Initiative) Housing Services Office at (760) 380-3576. They can assist you with finding housing in the surrounding communities. For temporary lodging the Landmark Inn is available on-post at (760) 386-4040.

***Do I get credit if I'm coming from a dependent restricted tour?***

How much credit (months) do I get from being on a dependent restricted tour?  
Yes upon completion of a dependent-restricted tour, including involuntary extension beyond initial tour credit is granted up to a maximum of 14-months.

***Do I need renters insurance for on-post, partner or private rental housing?***

Outlined below is the renter's insurance provided as part of your rent amount. Living off post you will need to secure renters insurance privately.

The Villages at Fort Irwin provides minimal renter's insurance to all active duty military residents. The Villages at Fort Irwin recommends that residents consider purchasing additional insurance to provide supplemental coverage for personal property. Residents will receive letters from the insurance company evidencing such coverage on a periodic basis. Below is a chart showing the coverage we provide to all active duty military residents. Please contact your Community Manager before you file a claim so that they may assist you in the process. Property Policy:	
Coverage Limits	\$20,000 Personal Property Each Residence including but not limited to Wind, Flood, and Earthquake.
Deductible	\$100 Per Occurrence
General Liability Policy:	
Coverage Limits	\$100,000 Per Occurrence \$100,000 General Aggregate Per Residence \$100,000 Fire Legal \$100,000 Products / Completed Operations \$500 Medical Payments
Deductible	\$0

***Who is eligible for Family housing?***

Qualified, active duty service members to include activated National Guard and Reservists and their dependants are eligible to rent at the Villages at Fort Irwin.

***What is the waiting time for housing?***

Each housing area may have different wait periods. These times will vary based on rank and size of family. It is best to stay in contact with the housing office to determine how long of a wait each area may be experiencing. Please note that it may be difficult to determine exact wait periods due to the fact that it can change daily and sometimes hourly.

***What determines the list I am placed on and my placement on the list?***

The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed. Service members are given eligibility dates which determines their placement on the waitlist. This eligibility date is the date that the service member signed out from his or

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her losing command as indicated on their DA 31. For those on dependant restricted tours the date of eligibility is calculated giving credit for time served on the dependant restricted tour up to the 14 month limit. In order for credit to be given as listed above applications must be submitted within 30 days of a Service Member arriving to Fort Irwin. If an application is submitted after 30 days, then the eligibility date is the date the application is received by housing.

### ***What is a waiting list?***

A waiting list is established for each designation of Family housing by bedroom composition. The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed.

### ***Once placed on the wait list, may I transfer to a different list?***

If an applicant qualifies to transfer to a different waiting list, the date of eligibility would be date of request of the transfer. Some possible qualifiers; change in rank, and/or family member increase.

### ***What happens if someone has the same eligibility date as me?***

All other criteria being equal, the position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

### ***What does it mean if my wait list position moves up and down?***

Soldiers returning from dependent restricted tours, new accessions to the Army (AIT) with first duty assignment to the installation, and Soldiers whose positions are recognized as Key and Essential can alter your position on the waiting list. The waiting list is always subject to change.

### ***May I request placement on more than one wait list at one time?***

Applicants may not be on more than one adequate housing waiting list at one time.

### ***How long will my application remain active once submitted?***

Your application will stay active until which time you accept housing or decline your two offers. It is necessary to update your application as contact information changes.

### ***What is military Family housing privatization?***

The National Defense Authorization Act of 1996 established the Military Housing Privatization Initiative (MHPI). The MHPI provides the Military Services with the authorities to leverage scarce funds and assets to obtain private sector capital and expertise to operate, manage, maintain, improve, renovate, and construct military housing (for both families and unaccompanied personnel) on or near military installations in the United States.

### ***How does military housing privatization affect a Service Member's BAH?***

Under RCI, all service members choosing to live in privatized military housing receive their BAH just as if they were living in private rental housing outside of the installation. Through an automated allotment system, the BAH of families who live in privatized military housing is electronically transferred to the partnership. BAH is used by the partnership to maintain and operate the existing housing, as well as to fund the construction of the new houses and amenities. Privatization does not affect the amount of BAH that is allocated to the service member.

***How will rent be paid to the privatized community housing partner and what does it cover?***

Through an automated allotment system, the BAH of families who live in privatized military housing is electronically transferred to the partnership. The intention of BAH is to cover rent, renter's insurance and basic utilities (electricity, gas, trash, and water). Basic utilities will only be charged if you exceed the base line. Please see attached link to further understand how the utility baseline is established.

[https://pinnaclemil.residentworks.com/media\\_library/1927/4ce1c3be970c5280.pdf](https://pinnaclemil.residentworks.com/media_library/1927/4ce1c3be970c5280.pdf)

***How does privatization affect the service I receive?***

The goal is to create world class, quality residential communities, neighborhoods and amenities for Soldiers and Families with provisions for the continuous improvements to residential housing, neighborhoods and amenities.

Please see a photo galley of the privatization project and it's amenities.

[http://irwin.pinnaclefamilyhousing.com/Apartments/module/photos/property\[id\]/17015/](http://irwin.pinnaclefamilyhousing.com/Apartments/module/photos/property[id]/17015/)

***Will/is there to be a Self-Help program?***

Yes.

***What are the requirements for vacating my home?***

Residents are required to provide their Community Management Office with a written 30-day notice of intent to vacate prior to vacating their home. Residents may obtain the Notice to Vacate Form from the Community Management Office. Residents are required to visit their Community Management Office when delivering the Notice of Intent to Vacate Form in order to coordinate actions required to clear family housing, including terminating the service member's BAH allotment, scheduling the move-out inspection, and providing forwarding information.

***When I move, do I have to clean?***

Yes. It is the intent for you to return the home with all surfaces cleaned (with a cleaning agent), free of all stains, debris, and dirt. We hope to make this process a simple one in an effort to allow you a smooth clearing transition to your new assignment.

***Under privatization, will the partner handle the clearing process, or will it remain with housing?***

Under the privatization the partner handles the clearing process. A lessee who intends to terminate his or her lease will give one copy of advance termination notice to the housing manager and keep one copy for personal records. This termination notice should be given as early as possible but under normal circumstances not later than 30 days prior to expected termination date

***I have two children, one female and one male; how many bedrooms do I qualify for?***

The Villages at Fort Irwin will abide by the following policies in regards to eligibility for number of bedrooms:

No parent should have to share a bedroom with a child.

No more than two children should have to share a bedroom.

A child, six years of age or older, should not have to share a bedroom with another child of the opposite sex.

A child, ten years of age or older, is eligible for a separate bedroom.

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Married dependent parents are eligible for one bedroom; dependent parents not married are eligible for separate bedrooms.

### ***I have a Family member enrolled in EFMP, how will that affect my on-post housing assignment and waiting time?***

Sponsors with exceptional Family members may forward a request for special housing consideration in writing to Pinnacle.

### ***If I live on post, what type of housing can I expect?***

Please see floor plans at link below.

[http://irwin.pinnaclefamilyhousing.com/Apartments/module/property\\_info/property\[id\]/17015/](http://irwin.pinnaclefamilyhousing.com/Apartments/module/property_info/property[id]/17015/)

Floor plans can be viewed at the below listed site:

[http://irwin.pinnaclefamilyhousing.com/Apartments/module/property\\_info/property\[id\]/17015/](http://irwin.pinnaclefamilyhousing.com/Apartments/module/property_info/property[id]/17015/)

### ***I am a dual military household, whose name will my privatized (on-post partner) housing lease be under?***

Where a Soldier is married to a Soldier, the senior Soldier is considered the sponsor. The lease will then be in their name.

### ***I have a dual military household and my wife is stationed at another installation. Can I apply for housing?***

Yes, but only if the Soldier has dependents with them.

### ***Can my spouse or someone else accept a home on my behalf?***

Yes with Power of Attorney.

I currently live on post but would like to move to a different house. Can we apply for another wait list?

The Villages at Fort Irwin has designed the following program to allow the opportunity for residents to move from one residence to another. It is important to remember that as a current resident, you are considered adequately housed and will not be offered a home or placed on the wait list above any incoming personnel despite the length of time you have been on the transfer list. Incoming personnel always take first priority. Please see the following criteria in order to be eligible to transfer to another home:

- The transfer applicant must have lived in their current home for six (6) months or longer and must have at least six (6) months left on their orders
- An inspection of the applicant's current home will be required in order to qualify the applicant to be placed on the waitlist. If the home is considered in inadequate condition, management reserves the right to deny the applicant the right to transfer. Once home has passed inspection, the applicant may be formally placed on the wait list.
- All outstanding debt must be paid in full prior to placement on the waitlist.
- A new housing application and pet policy addendum must be filled out and applicant will be placed on the waitlist of their choice (by rank band). The wait list will be prioritized based on application date.
- If a home becomes available, the approval of the Pinnacle Community Director is required for the transfer. Please note approval is at the Pinnacle Community Director's discretion.
- Upon approval of the Community Director the applicant must pay a \$500 non-refundable transfer fee.
- Additionally, the applicant is responsible for the rent payment of both homes until old home has been cleared and a maximum of five (5) days will be allowed to move from one home to

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the other. Cleaning/damage fees determined at the pre-inspection must be paid prior to moving in to the new home. If the resident is due a refund all monies will be paid no earlier than the following month.

- Transfers to satisfy a bedroom requirement for a non-dependent will not be approved.
- All payments (i.e.- money order, electronic funds transfer, check) must clear the bank before the transfer will be allowed.
- The program guidelines do not apply for those residents that request to move for legitimate family size, rank and approved medical Exception to Policy reasons.
- All applicants will be placed on a Current Resident Transfer List that will be monitored by Pinnacle Management.

### ***In privatized on-post housing will I be responsible for utilities?***

Utilities will only be charged if you exceed the base line. Please see attached link to further understand how the utility baseline is established.

[https://pinnaclemil.residentworks.com/media\\_library/1927/4ce1c3be970c5280.pdf](https://pinnaclemil.residentworks.com/media_library/1927/4ce1c3be970c5280.pdf)

### ***Can I accept on-post housing before I sign into the installation?***

Yes, as long as you are officially checked out of your last permanent command and provided that the family does not occupy Family housing elsewhere.

### ***I am a single Service Member with one child, am I eligible for on-post housing?***

Military personnel with accompanying Family members are eligible for family housing. In cases where courts award joint custody of children and the single Soldier has no other Family members, assignment to Family housing is authorized only if the Soldier has physical custody of the children for more than 6 consecutive months per year.

### ***I'm TDY in route, when can I be put on the housing list? What will my eligibility date be?***

#### ***Does it start when I depart my permanent duty station, or when I finish the course or when I arrive at my new permanent duty station?***

Eligibility date for placement on a waiting list or assignment to housing will be as indicated below provided application is made no later than 30 days after reporting to the new duty station.

(1) Permanent change of station personnel (with or without TDY en route) arriving in—

(a) *Continental United States*. Date departed last permanent duty station.

For personnel arriving from one station unit training (OSUT), advanced individual training (AIT), basic training, Officer Candidate School (OCS), and similar training, use date departed the school/training to determine eligibility date for placement on a Family housing waiting list.

### ***What amenities are included with the privatized on-post community housing?***

Amenities include basketball courts, tennis courts, multi-purpose fields, dog parks, Sandy Basin Community Center, Crackerjack Flats Community Center, the Annex meeting center, Sandy Basin pool and splash park, walking & jogging trails, tot lots, play grounds, regular resident events, self help facility, bike paths, and landscaping provided.

### ***My Family was assigned to a 4-bedroom home at my last duty station. Will I automatically qualify for a 4-bedroom home?***

Bedroom eligibility criteria can vary from Post to Post. The Villages at Fort Irwin will abide by the following policies in regards to eligibility for number of bedrooms:

No parent should have to share a bedroom with a child.

No more than two children should have to share a bedroom.

A child, six years of age or older, should not have to share a bedroom with another child of the opposite sex.

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A child, ten years of age or older, is eligible for a separate bedroom. Married dependent parents are eligible for one bedroom; dependent parents not married are eligible for separate bedrooms.

### ***Once I am offered a home, how long do I have to accept/decline?***

You have 24 hours after the offer to accept or decline the unit.

### ***What happens if I decline a home?***

If you decline the first offer you will be given a second offer of the next available unit in your category. Should you decline that offer you are then removed from the waiting list and are not eligible to reapply for 30 days.

### ***Will my BAH/OHA cover my rent and utilities?***

The Basic Allowance for Housing at the with dependent Fort Irwin rate (BAH) is paid as rent. Service members can choose to pay their BAH in the form of an allotment or in person at their Community Management Office. The cost of water, sewer, trash, lawn care, and baseline gas and electricity charges are included in the BAH.

### ***If I get married after I have been living off post with a certificate of nonavailability (CNA) do I have to apply for on post housing?***

No as a married service member you are entitled to live on or off post, the decision is yours. Ensure that you get your dependent registered in the DEERS system.

### ***How much is the rent for off-post housing?***

The average off post housing rates are as follows:

- 2 bedroom single family house - \$800 - \$1000
- 3 bedroom single family house - \$1000 - \$1200
- 2 bedroom Apartment/Townhouse - \$600 - \$800
- 3 bedroom Apartment/Townhouse - \$800 - \$1000

All off-post housing searches require a credit check which could cost anywhere from \$15 to \$35 per adult listed on the lease agreement per check. This is a non-refundable fee and will be required for every unit. Normally, single family homes will require a security deposit equal to one month's rent and can be as high as two months. If pets are involved there can be a separate deposit per pet. We recommend if you decide to live in the local community, that when negotiating a lease to take the shortest term that the lease allow. Most property has a pet deposit requirement of \$250 per pet, we also want to make you aware that under the laws of the State of California there is no such thing as a "Non-Refundable Deposit." All deposits are refundable, but other forms of payment are not. This is not to say that the deposit cannot be withheld, in part or in whole, should there be damages for which the deposit was meant to cover. The landlord or agent does have up to 21 days following termination to return the deposit or to provide an itemized accounting for any withholding.

Practically all single home rentals in the local community will require a minimum of 1 year lease agreement; the same may be true of apartment leases, although it is possible to get them in six-month or even three-month agreements at an additional monthly cost.

### ***Are there any off limit Landlords?***

There are no off limit landlords in Fort Irwin's military housing area (MHA). However prudence is recommended when renting in our neighboring cities as crime rates are typically higher in some of the neighborhoods.



***How do I get a list of available rentals in the area?***

AHRN.com is your trusted source for finding available housing fast. Also the RCI Housing Services Office can be reached at 760-380-3576.

***I just received Deployment Orders. Can I terminate my lease before I depart?***

No. If you are still bound to a lease only PCS Orders will legally release you. That being said in rare cases a dialog with the Property Management Company/Private Owner will be sufficient to negotiate a no-fee release of your commitment.

***I received notification that my Family can move on-post but I just renewed my lease. Can I break the lease and move?***

No. Moving into Government family housing does not constitute grounds to break a lease

***I'm unaccompanied; do I have to live on-post?***

Only permanently assigned personnel in the grade of staff sergeant (E6) and above who are entitled to BAH at the "without dependent" rate may elect to reside off post.

***My roommate and I both signed a lease but she has moved out. Can I get out of the lease?***

If you signed the lease, you are bound by the terms of the lease and a failure to fulfill the conditions of the lease may be considered a breach of the lease. When a tenant terminates a lease early, he/she can be liable for the remainder of the rent due under the lease. However, the landlord has a duty to mitigate (lessen) damages by making a reasonable attempt to relet the premises. If the lease doesn't provide for early termination, and the landlord isn't failing to uphold his or her duties, it may be possible to have the landlord agree to an early termination. Typically the landlord will require some incentive for such an agreement, such as some form of compensation and/or assistance in obtaining a replacement tenant.